

# Curriculum Vitae

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## Personal Details:

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Surname:	Muller
Name:	Brendan Jonathan
Address:	14 Kanarie Road Helikon Park Randfontein 1759
Contact Number:	082 288 3040 (011) 692-1201
ID-Number:	9612256264089
Nationality:	South-African
Language Fluency:	English, Dutch, Afrikaans

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## Education:

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2016

UNISA

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Qualification: Bachelor of Education: Intermediate and Senior  
Phase (Third Year – On Hold Due to Finances)

Student Number: 60335572

2011-2015

Brainline Learning World

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Qualification: National Senior Certificate

Subjects:

- Math Lit (72)
- Afrikaans(66)
- English (61)
- Life Orientation (55)
- Business Studies (50)
- History (49)
- Economics (40)

## Previous Work Experience:

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April 2020 – Dec 2020

Amazon Development Centre (SA)

**Position:** **CSNA Associate Digital (Initial Position)**

### Duties and Responsibilities:

- Customer Service Support for North American Customer
- Assisted Customers with any Digital queries relating to Amazon Devices, Online Streaming and Digital Content purchasing, which also included third party streaming services and devices.
- Provided Network Troubleshooting
- De-escalation of customers and issue resolution on a daily basis.
- Queries related to shipments as well as refunds for digital/retail products
- Trouble ticketing and following up on customer queries and provided step by step assisted for Issue Resolution
- Escalation of Systemic issues
- Warranty replacements and Repair requests
- Handled customer queries via Phone, Email and Chat Contact channels.

In addition to the abovementioned Duties I have been able to meet and exceed performance metrics as a Top Performer on a week on week basis, Am able to meet metrics such as Average Handling times and 100% Positive Response Rates from Customers.

**Position:** **New Hire Onboarding Support (Second Position)**

- Coached new hire associates on Company policies.
- Was point of contact for over 300 New Hire Associates over a 3 month period during their initial onboarding and training and subsequent Gradbay period.
- Reviewed New hire associates contacts and monitored them to assure adherence to policies, presence, Customer Obsession and the provided customer experience.
- Coached Associates in both team and 1 on 1 sessions on improving their performance and metrics, as well as their product knowledge.
- Handled Associate queries in real time to assist with customer contacts.
- Provided support to multiple New Hire teams concurrently and effectively.

**Position:** **Team Manager and Subject Matter Expert (Third and Most Current Position)**

- Managed teams and provided Associates support with work related issues.
- Managed schedules of Associates
- Assisted Group Managers with Performance plans to bring the Echo Department up to standard and to meet their Network Goals
- Provided real time support to chat associates within the Echo Department.
- Trained and provided sessions for upskilled and new hire Echo Associates
- Reviewed Chat contacts to identify problem areas

- Monitored and identified Knowledge gaps and barriers Associates had and provided and implemented effective solutions on a department wide level.
- Created video content for visual guides to assist Associates
- Created Resources for the Echo Department to use to insure effective and accurate customer service is provided.
- Individually reviewed 200+ associates' inbound Email contacts to assist with issue identification and provided guidance and steps to assist with first contact resolution and to lower negative customer responses.
- Reviewed and approved all outbound email responses to customer contacts on the email channel before the response with troubleshooting and steps are sent to customers.
- Educated Associates on how to word and send email responses in accordance with Customer Service Tenets of the company.
- Ran daily presentations on related subject matter for the Echo Department ranging from device demonstrations, app and website guides and walkthroughs, to coaching on lowering Average Handle Times, Chat Contact park rates and how to ensure a positive response can be received when applicable.
- Provided 24/7 support as point of contact for All associates within department.
- Was in charge of 20+ outliers within the Echo Department to provide hands on coaching and assistance to increase overall performance metrics.

During my time as a Point of Contact and Subject matter expert and Team manager I worked on multiple concurrent projects to bring the Echo Department up to standard and to meet the network goals, provided 24/7 support for all Echo Associates Monday to Sunday from 3pm to 5am, while concurrently working on content creation projects and contact review, Ran daily coaching sessions with associates and presentations on applicable subjects. This was my ongoing project for 4+ months and had week on week departmental improvement and success.

Reason for Leaving: Was kept in low paying hourly position in official capacity for months with 90+ hour work weeks which resulted in many unpaid overtime hours even though it was due to business need. Furthermore was passed up for promotion to position which duties I was actively performing.

Reference: Katerina Borman ( Colleugue )  
Number: 0718531967

Further References available upon Request.

2018 – March 2020

## Execz Executive Placements

Position: Global Recruitment and PR/IR Officer

### Duties and Responsibilities:

- Cold Calling
- Recruiting for Clients
- Negotiating contracts
- Headhunting
- Interviewing and assessing prospective applicants and matching them with vacancies at client companies
- Screening candidates and drawing up shortlists of candidates for clients to interview
- Organizing interviews and selection events
- Making arrangements for the advertisement of vacancies
- Helping applicants to prepare for interviews
- Building relationships with clients.
- Client after service
- Provide Customer support and Customer Care Digitally, Telephonically and through multiple Communication/Messaging/Chat services 24/7 for to both Local and International customers, candidates and clients.
- Manage and Maintain as well as innovate and build the companies Public opinion and image.
- Public Relations: Courted and formed beneficial long lasting relationships for the company in multiple sectors at all levels of Organizations.

Reason for leaving this position: Continual Nonpayment of Salaries and Commissions, Immoral, Dishonest and abusive conduct from the companies owner (CEO) and Partner (Head of Accounts/PA). (Will provide elaboration upon request.)

Number for Reference: Amanda Hogeland ( General Manager )

Contact Number: 083 519 5486

2014-2018

## Tutoring

Position: Tutor

### Duties:

- Tutored grade R-10 students throughout their school year to aid in passing of their grade.
- Assisted in exam preparations and assignment aid.
- Tutored students with learning disabilities such as ADHD, ADD and Dyslexia.

Reason for Leaving: Was a part-time service that I offered and since decided not to continue doing it.

Contact Person                      Chriszelle De Jager  
079 413 2329

2013-2016                      Westonaria/Randfontein SPCA

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Position:                      Junior Caregiver/Assistant Inspector

Duties:                      Taking care of animals  
Feeding/Bathing of Animals Cleaning  
of Kennels and premises  
Maintenance of Facilities  
Book Keeping and animal registrations  
Stock Taking  
Walking of animals  
Supervision of Kennels  
Inspector Duties (Can't  
Disclose due to NDA)

Reason for Leaving: Emotional Taxation and other Personal Reasons. ( Will  
Disclose upon request.)

Contact Person:                      Lucy Phillips  
(011) 753-3959

Oct 2010-Nov 2011                      Pesto Restaurant

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Position                      Assistant Manager/ Night Shift Manager

Duties:                      Conflict Management  
Supervision of staff  
Book Keeping Sales  
Waitering  
Stock Taking  
Customer Service  
Payroll  
Administration

Reason for Leaving: Had gotten my first job at age 13 with Parental permission  
due to my families dire financial situation to help make the meets, I resigned from  
this position when my Parents had financially recovered enough and they had  
me resign so that I can focus on High School again.

Contact Person                      Amanda Ann Utting  
011 764-5373

## Skills:

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- Skilled in Microsoft Word, Excel, Powerpoint, Access and Sharepoint.
- SQL
- Excellent work Ethic and strong moral code
- Management and leadership skills
- Conflict Management
- Technologically Literate
- Adaptability to any working environment and situations.
- Human Resources
- Recruiting
- Public Relations
- Industrial Relations
- Mediation and Arbitration
- Career Counseling
- Interview Coaching
- CIPC Consulting
- Addiction and Depression Counseling
- Trauma and PTSD Counseling

**Personal Motivations:** I am a hardworking, driven and results focused person that can and has been able to adapt to a multitude of Working and Living Situations as I started working from a young age to help my family who was in a financial crisis, I have worked in and with many industries and have excellent and up to date knowledge on how they operate and the problems they face.

I am Proudly LGBT+ and Have done LGBT targeted Job Recruitment for many National and International businesses.

I am experienced with Visa/Passport/Police Clearance/Medical Forms applications and processes for every major country such as the USA, UK, European Union, AUS and NZ, China, Korea, Japan, Russia and all the Middle-Eastern Countries.

I can work under High-Stakes and extreme pressure and duress unhindered and focused on the task at hand as well as able to resolve conflict in a peaceful and calm manner,

I always go out of my way to provide the best experience and service possible to all customers and clients no matter the issue. I pride myself on being customer obsessed. I am always a dedicated worker and give 110% to achieve my goals and tend to over commit to any work or project I am involved in.